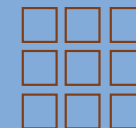




Indiana Department of Workforce Development
Frank O'Bannon, Governor

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Indianapolis, IN 46204-2277
1-888-WORKONE
www.workforce.IN.gov



Team. Work.

2002

ANNUAL REPORT

INDIANA
WORKFORCE
DEVELOPMENT



Leadership.

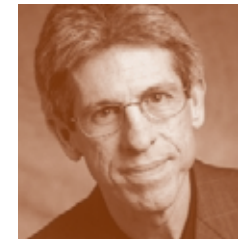
FRANK O'BANNON, GOVERNOR



Now more than ever the Department of Workforce Development is demonstrating why it is a vital and significant force in our state. The benefits DWD provides to our citizens in the form of job opportunities, training and financial assistance have never been more evident than in 2002. As the nationwide recession continues to stall our economy, the need to prepare Hoosier workers for new challenges and train them for the types of jobs that will make up our 21st century economy becomes even more crucial.

DWD continues to provide valuable assistance to Hoosier workers and employers in a number of areas. Workforce recruitment and job placement have become more productive through job fairs, placement programs and business partnerships. Worker assessment and job profiling continues to match job skills with employer needs. And the utilization of the Internet has expanded DWD capabilities to provide services to dislocated Hoosier workers in a timely, efficient and convenient manner. But there is more we can do.

The 21st Century Job Opportunity Business Services (JOBS) is a statewide initiative and an essential part of Indiana's economic plan. The result will be more Hoosier workers in high-wage, high-skilled and high-demand occupations, with the target industry sectors consisting of life sciences, advanced manufacturing, information technology and high-tech logistics. By continuing to provide DWD with the means to deliver innovative employment services throughout the state, we will, in turn, improve the quality of life for dislocated Hoosier workers and their families. It is an ambitious goal that is not only obtainable, but necessary for the future welfare and economic prosperity of our great state.



Over the past several years DWD has been busy helping the citizens of Indiana with their employment, training, career, and technical education needs. Our vision has been to create the most qualified high-performance workers in the nation and the most user-friendly public/private system for customers (students, workers, and employers). Our mission has been to ensure access to lifelong learning for *all* Hoosiers. During both strong economic times and in times of uncertainty, DWD initiatives have supported this mission, accomplishing much in the face of many challenges.

We have centered our goals around three investment priorities: Development of Regional Economies; Development of the Existing Workforce; and the Development of the Future and Potential Workforce. All of our initiatives support these three investment priorities.

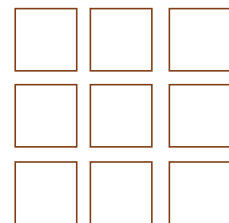
Our past initiatives have had a positive effect on Indiana—even in difficult times. In anticipation of our state's future need for nurses, we are helping health care workers throughout Indiana become licensed practical nurses and registered nurses. We have brought potential employees and employers together through CS3, our state-of-the-art job matching system. We have transitioned individuals from welfare to work, and have helped Hoosiers learn new skills and acquire better jobs through Advance Indiana training initiatives. We have made innovative changes in how we do business via WorkOne and the Workforce Investment Act, School-to-Work and youth programs. These past successes have set the bar even higher for what DWD can provide in the future. And it is evident that the future is now.

Initiatives like JOBS, enhancing the UI system, one-stop accessibility for people with disabilities, and our continued training of incumbent workers will enhance the function of DWD and serve well the needs of deserving Hoosiers and their families: The challenges of these times have only increased the significance and reaffirmed the critical role of DWD in the future Indiana economy.



Super. Vision.

CRAIG E. HARTZER, DWD COMMISSIONER



Helping. Hand.

Indiana was the recipient of more than \$6.2 million in National Emergency Grants (NEG) in 2002. These unique grants have helped Hoosiers who have been affected by unusual economic circumstances, including the fallout of the airline industry following 9-11 and struggling industrial segments like Indiana's steel industry. The grants have helped

fund disaster relief efforts, the Airline Industry Recareerment (AIR) project, and services for dislocated steel and manufacturing workers, advancing their skills and marketability.

TRUE CALLING



“I had always thought about a career in health care,” Delores Allen says smiling. Instead she spent 17 years at Trans Apparel Group in Michigan City. But when the company had to downsize in 2002, Delores had to start thinking about a new career. That’s when she visited the WorkOne center in Michigan City where she participated in the WorkKeys program. “WorkKeys helped me assess my skill levels in a number of areas and helped me identify what career fields would be a good match for my personality and abilities,” Delores says. Today with the help of National Emergency Grant (NEG) funds, Delores is studying at Indiana University Northwest to become a Radiology Technician. After all these years, Delores discovered that, once again, health care had become her calling.

DELORES ALLEN
Student, Indiana University Northwest



TAMMY MOSKAL

A SALUTE TO SUCCESS

Raytheon,
SHARP MFG Project Manager

Getting the best and brightest minds to stay in Indiana is always a priority. And that is exactly what the WorkOne Express in Fishers helped accomplish when Tammy Moskal walked into their offices. Tammy is a veteran, had attended West Point Academy and had enjoyed a long career as an engineering manager until a down economy eliminated her entire division at Peerless Pump. So Tammy did what she does best. She went to work. WorkOne helped her establish a job network, craft a resume and get her name in an on-line data base. She developed skill sets, honed her abilities in software presentations like Advanced Microsoft, and participated in additional training through a Ball State extension program. "The staff at WorkOne were extremely helpful in showing me how to market myself in today's employment marketplace, utilizing job networks and the power of the Internet," says Tammy. "Plus they instilled such a positive attitude that kept my confidence level high and mentally upbeat, which I think is just as important." All the hard work paid off when Tammy landed an impressive engineering job at Raytheon in Indianapolis, a leading defense contractor.

Work.

Indiana was one of only nine states awarded a share of \$6.3 million from the US Department of Labor that was designated for employment and training opportunities. The grant funds were earmarked to directly help some 350 Hoosier veterans—many who had recently served our country and wanted to get back into the workforce—as well as older veterans who were looking to improve or change their careers. The grant funds administered by DWD also include career counseling and job placement assistance.

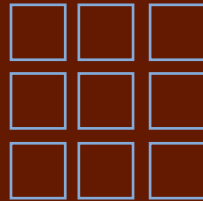
Force.



DIANA SANDLIN
DWD Development Specialist,
Advance Indiana

H2 OH!

One of the hottest, most sophisticated SUVs on the road today is the H2 Hummer. And GM's consumer version of the military's all-purpose vehicle is assembled in Mishawaka, Indiana. The AM General Plant was one of the fastest and smoothest concept-to-creation manufacturing stories in the automotive world, with even further expansion in the works. To help ensure a ready supply of skilled labor, and with the strong support of the United Auto Workers, Region Three, H2 sought to reestablish a skilled trades apprenticeship program. By partnering with DWD and Ivy Tech State College, H2 was awarded a \$237,498 Advance Indiana Skilled Trades Apprenticeship grant that has helped train more than 50 apprentices and journey workers. The grant will continue to help workers complete training well into 2003.



Perhaps nothing demonstrates the importance and effectiveness of business partners better than the joint effort of six organizations in Fort Wayne. The business partners were comprised of Ivy Tech State College, Sylvan Learning Center, Educational Learning Systems, Junior Achievement, Anthony Wayne Services and Tom Braun/Central Labor Council. Through funding from the Workforce Investment Act (WIA), they each provided specific services to 31 in-school and out-of-school youths in a unique 10-week, Saturday only program. The services were designed to enhance literacy and leadership as well as help develop employable skills. The services included vocational exploration, computer skills, economics and business development. The results were astounding. Of the 31 participants (21 of whom did not have a high school diploma or GED) 25 are currently enrolled in postsecondary education and the remaining six will soon be. In addition, all 31 are either employed or in school full-time. The combined efforts of these valuable Business Partners earned the US Department of Labor award for Promising Practices in October 2002 for academic success.

Future,



KAREN GILLIE
Instructor/Department Chair,
IT Academy

SCHOOL-TO-WORK



DWD School-to-Work grants in excess of \$550,000 helped fund special projects that may have otherwise gone unfunded. Among those was FIRST (For Inspiration and Recognition of Science Technology) Robotics Program where participating schools and communities team up students with professionals in a nationwide competition to solve an engineering design problem. Additional DWD grants also funded important projects like Project Lead-The-Way pre-engineering academies that help students reach higher standards in math, science, and technology. Programs like these are helping prepare a new generation of highly-skilled workers to work in the advanced fields of Indiana's new economy.

DWD touched more than 15,000 lives through Certificate of Technical Achievement (CTA) courses where adults, incumbent workers and secondary students advance their skills while adding impressive qualifications to their resumes. IT instructor Karen Gillie points out, "Students with an industry certification as well as a CTA offer more value to employers in that they are more prepared for the workforce, have been tested on their knowledge as well as their performance, and can be immediately productive." Students are motivated by the CTA certification notebook because it acts as an official document that lists the skills they can perform. The bottom line is that CTA recipients learn "real world" skills that help them find good-paying jobs or advance in current careers.

NICOLE PEPPLER
Technology-Based Accounting Student

DAVID PHAN
Multi-Media Student

Works,



BILLY LEGERE
Connersville Firefighter, Station One

Up.

Lifting.

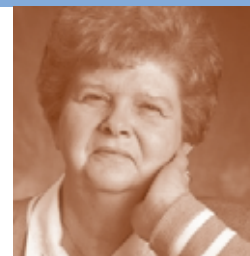
HOT SEAT

How many little boys or girls have dreamed about one day driving a fire truck? Well, Billy Legere of Connersville always did. And thanks in part to his ability to take misfortune and turn it into opportunity, Billy Legere has realized his life-long ambition to be a firefighter.

After being the victim of downsizing at a local company, Billy went to the WorkOne Richmond office to find out how he could utilize his TAA benefits for retraining. Through retraining he received his commercial driver's license (CDL) and was prepared to go to work for a local trucking firm when the call came he had always waited for—from the Connersville Fire Department. Now he is putting his CDL to good use behind the wheel of a fire truck, operating one of the most sophisticated machines you'll ever see on the road. Billy Legere is one more example of Hoosiers helping themselves, then helping others.

UI. CLICK. CLICK.

On-line filing for Unemployment Insurance benefits continues to soar as more than 46 percent of vouchers are being filed on-line! The total number of claims increased in 2002 and the benefit dollars paid out increased to more than \$644 million, yet the UI Trust Fund has remained solid. The on-line convenience and efficiency of the UI system has been substantiated by the fact that even with a significant increase in claims over the last year, many claimants who utilized the on-line service received payments two to three days sooner! Future plans for the UI system include increasing employer services via the Internet and enhancing the system for claimants and job seekers.



GENEVA TIPTON
Claims Department/Working Leader,
Connersville WorkOne Express Office



THE POWER OF ONE

It's a simple idea, helping someone who, in turn, helps someone else. Well that idea is personified and magnified in Jennifer Paris, a Hoosier with spinal difficulties secondary to spina bifida. Despite her congenital disability, Jennifer enjoyed a successful career in corrections, until a recent auto accident made it necessary for her to seek a new career that was better suited for her changing physical needs. It was then that Jennifer was made aware of the Work Incentive Grant (WIG) program for career counseling, computer training and job placement services. Jennifer participated in Fast Track, a five day Career Choices Incorporated (CCI) program that focuses on job readiness. It was there she realized she had a desire to work in a social services position. Additional training in Microsoft Office helped Jennifer as she entered a competitive employment market while assistance from Vocational Rehabilitation helped her obtain an appropriate wheelchair and modification for her vehicle. All of which improved her employment options.

Today Jennifer is employed with Goodwill Industries as a career counselor, working with Vocational Rehabilitation and Veteran clients. She is using her experience, perspective and expertise to achieve financial self-sufficiency, while helping other Hoosiers who are seeking employment or career changes.

JENNIFER PARIS
Career Counselor, Goodwill Industries

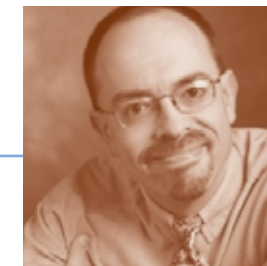


Profit. Able.

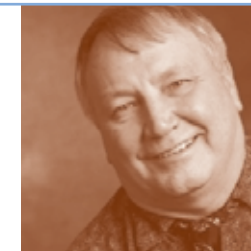
One of the more significant achievements for DWD over the years has been the focus on providing programs and services that benefit individuals with disabilities. The need for these services is supported by the fact that this population of people has a higher rate of unemployment (about 65 percent) than the general population. So it is paramount that DWD not only has programs that serve Hoosiers with disabilities, but facilities that serve them as well.

In 2002, DWD and the WorkOne Evansville consortium received a \$789,653 grant to expand employment and training opportunities for people with disabilities in Evansville and the surrounding area. The office enhanced disability programs while also making physical changes to the building. Over the two-year grant period, at least 180 people will receive assistance in job development, placement and readiness from hired specialists. WorkOne Evansville associates work both ends of the spectrum, seeking out people with disabilities while trying to recruit new employers. The goal was to work with 90 people in the first year. That goal was met in the first 6 months of the program.

Physical changes to the building will go beyond ADA requirements and guidelines for disability-friendly facilities. New computers and other resource tools are being added with special disabilities features that will provide those individuals with more convenience, ease and access to WorkOne services.



BUD KOEHLER
Employment Counselor,
WorkOne Evansville



MATTHEW MALEK
Career Consultant/Case Manager,
Career Choices, Inc.

Labor Market Information (Bureau of Market Statistics)	\$ 1,633,204
Common Construction Wage	\$ 75,000
Labor Certification (Alien Labor Certification, Migrant Seasonal Farm Workers)	\$ 69,975
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Total	\$1,778,179

Workforce Labor Market Information

Income During Work Transitions	\$ 863,000,000
UI Administration	\$ 40,147,221
Employment Job Matching Services	\$ 14,560,124
Penalty & Interest	\$ 5,000,000
Skills 2016 (1962)	\$ 14,320,000
Veterans' Services	\$ 3,517,000
Trade Act Programs	\$ 8,420,000
Work Opportunity Tax Credit	\$ 396,241
Workforce Development State Funds	\$ 3,122,797
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Total	\$952,483,383

Work to Work Funding

WIA Youth Title I	\$ 13,604,901
WIA Adult Title I	\$ 9,743,186
WIA Dislocated Workers	\$ 12,270,152
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Total	\$35,618,239

Workforce Investment Act Funding

Vocational Education/ Tech Prep	\$ 29,143,031
State Technical Education Funds	\$ 494,923
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Total	\$29,637,954

Vocational & Technical Education Funding

Workforce Labor Market Information	\$ 1,778,179
Work to Work Funding	\$ 952,483,383
Workforce Investment Act Funding	\$ 35,618,239
Vocational & Technical Education Funding	\$ 29,637,954
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Total	\$1,019,517,755

Agency Total Funding

During times of uncertain economic growth, DWD has continued to support the mission of providing the most qualified workers, and the most user-friendly system for our customers. This page reflects those programs funded by the combination of state and federal funds measured by varying fiscal and calendar years. These figures are adjusted to reflect appropriations received during the calendar year 2002. It is important to note that DWD receives more than 99% of its funding from the federal government and less than 1% from the state.

2002 Financial Overview